

E-Government Quarterly Report
First Quarter FY04
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E-Government Portal Update

New to the state's portal is the dynamically updated news section located on the far right side of the web page. This feature provides the ability for news to be current without web master intervention to submit articles. The website now has the capability to check each hour for news articles submitted by department public information officers and those articles and make them available for thirty days before being archived.

An important aspect of Missouri's e-government initiative involves county and municipal government. As more services are brought online for Missouri citizens, expectations will grow for county and municipal governments to also offer online services. In many instances existing state services require information at the county and municipal level, such as whether property taxes are paid to renew a vehicle license. A review completed by the state's e-government project office revealed that out of 115 Missouri counties, only 25 counties currently have a website available. It was determined there are 119 Missouri cities with a population of 5,000 or greater with 109 of those cities providing a website. Of Missouri's total of 946 cities, a random sampling of those cities with a population of less than 5,000 revealed that 176 cities, or approximately 19%, have a web presence. These numbers indicate much work is still needed to make e-government available at all levels to Missouri citizens.

.GOV Initiatives

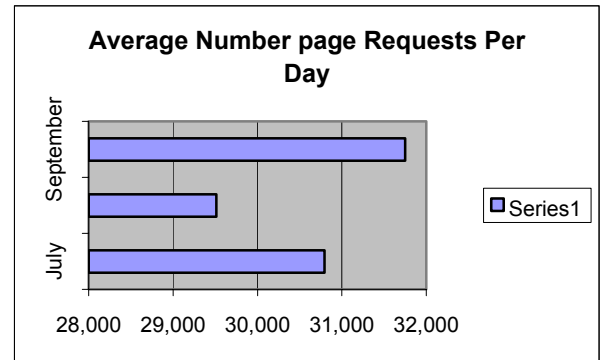
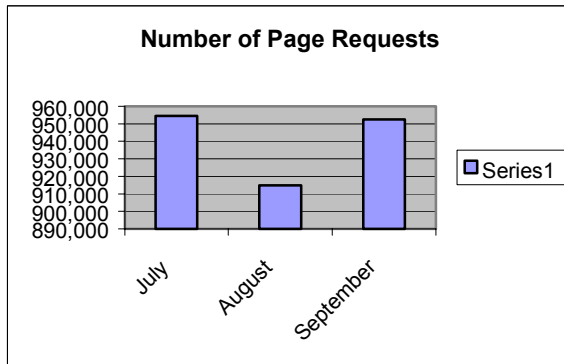
Earlier this year it was determined that all departments would standardize on the missouri.gov URL for their websites. At this point in time, 30 of the 39 websites identified for participation have migrated to the new URL. Those who have not yet done so are required to make the change by January 1, 2004. For any future websites or programs using a website address, the departments are asked to align with the missouri.gov URL standard and to receive the approval of the Office of Information Technology prior to making their new URL request to the State Data Center.

Migration to the mo.gov e-mail naming standard finalized during the fourth quarter of FY03 continues to move forward. In order to provide a consistent, intuitive e-mail address for all state government employees, it was determined that the right side of the @ will be @department.mo.gov. The left side of the @ will consist of a user's preferred name with the following attributes: firstname.lastname@. Several departments have moved forward on making the change to comply with the new standard. It is required for the departments to have completed their migration by July 1, 2004.

The third mo.gov initiative, the Missouri Adaptive Enterprise Architecture's e-mail domain, conducted a survey of all agencies to determine details regarding their e-mail environment. Representatives from Microsoft, Novell and IBM have now provided feedback to the domain committee proposing various methods of statewide collaboration and consolidation. A review of those proposals is in the final stage and recommendations will be released during the month of December.

E-Government Website Statistics

The statistics below reflect the number of pages visited on the state's e-government portal, missouri.gov, during the first quarter of FY04.



E-Government Business Oversight Committee

In a spirit of collaboration, the E-Government Business Oversight Committee is comprised of agency business leaders as well as their technology counterparts. Meeting on a bi-monthly basis, this committee is looking at solutions to assist the state's counties and municipalities in providing online services to citizens. This service may ultimately come through private provider partnerships for hosting and online payment functions. Currently in its beginning stage, this project has the potential to reach across the state/county/municipal boundaries often experienced within government.

Representatives of the E-Government Business Oversight Committee have recently appeared before the Missouri Association of Counties, the Association of County Assessors and the Missouri Association of Municipalities to address e-government issues and encourage collaboration. The committee continues to provide direction for the development and enhancement of the state's portal.

Youth Portal

Recently unveiled by the Governor's Office is a portal dedicated to the Governor's Youth Cabinet. Accessible from the Governor's home page on the Missouri portal at <http://go.missouri.gov/youth.htm>, the website provides information on the cabinet, the latest in Youth Cabinet news, and a link to send youth comments to Governor Holden. Comprised of 45 Missouri students, Youth Cabinet members serve two-year terms and are appointed to state agencies to increase involvement of young Missourians in state and local issues. The new portal will serve as a tool for interaction of this committee, as well as provide information on this initiative to the public.

Digital Government Committee

The Digital Government Committee, comprised of the five chairs from the following subcommittees; applications development, credit card, customer resource management (CRM), digital certificates, and the digital media developers, continues to move forward with various initiatives. Collectively, these five chairs have met with the consulting firm

of Meta Group to craft a vision and mission statement with the goal of creating objectives and strategies to address various technical aspects related to e-government.

Of particular interest to the committee is the concept of “branding”. This involves the marketing concept of creating a distinctive perception of Missouri’s e-government offering to the citizen. Initial discussions of branding Missouri’s portal involve the concept of convenience to the citizens with services and information delivered simply and quickly. A positive citizen perception plays an important role in the adoption of available online services. The committee will continue to work with the branding concept in the near future.

E-Government FY04 Year-to-Date Financial Information

FY02 Appropriated	Expended	Balance
\$2,043,615	\$1,666,892	\$376,723

A total of \$304,065 was withheld from the e-government funds during 1st quarter FY04.

In FY02 the Office of Information Technology was appropriated \$2,838,354 for development of an E-Government infrastructure. An initial withholding of 18% reduced the available appropriation to \$2,327,450. A subsequent withholding of another 10% reduced the available funds by \$283,835, leaving a beginning balance of \$2,043,615.